

ECS Configuration Change Request

Page 1 of 4 Page(s)

1. Originator Tammy Rockvam	2. Log Date: 4/15/99	3. CCR #: 99-0323	4. Rev: -	5. Tel: 605-594-6852	6. Rm #: EDC	7. Org. EDC
8. Title of Change: Use Remedy for Operations Log and Resource Log						
9. Originator Signature/Date			10. Class II	11. Type: CCR	12. Need Date: 4/20/99	
13. Office Manager Signature/Date			14. Category of Change: Update Baseline		15. Priority: (If "Emergency" fill in Block 28). Routine	
16. Documentation/Drawings Impacted:			17. Schedule Impact: none		18. CI(s) Affected:MSS	
19. Release Affected: 4PX		20. Date due to Customer: 4/20/99		21. Impl. Date: 4/20/99		22. Estimated Cost: None
23. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input checked="" type="checkbox"/> Other: EDC CCR EDCdd00014						
24. Description of Change: (use additional Sheets if necessary) Operations has need of an on-line way to log operations activities and events that affect the operation of the system. The on-line log needs to be accessible to all operators.						
25. Proposed Solution: (use additional sheets if necessary) Create two new schemas in Remedy to use to store operations logs and resource logs. Remedy provides a database for storing and a user interface for entering and retrieving log information. Active links provide a mechanism to automatically distribute logs to interested parties. Implementation can be done at EDC. See attached EDC CCR for details.						
26. Alternate Solution: (use additional sheets if necessary) Manual logging using pencil & paper or word processor						
27. Consequences if Change(s) are not approved: (use additional sheets if necessary) Less efficient logging and less automation in distributing current operations information.						
28. Justification for Emergency (If Block 15 is "Emergency"):						
29. Site(s) Affected: <input type="checkbox"/> EDF <input type="checkbox"/> Mini-DAAC <input type="checkbox"/> VATC <input checked="" type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other						
30. Board Comments:				31. Work Assigned To:		
32. EDF/REL2 CCB Chair (Sign/Date):	33. Disposition: A/C Fwd/ECS		Approved Disapproved Fwd/ESDIS		34. (TBD)	
35. M&O CCB Chair (Sign/Date):	36. Disposition: A/C Fwd/ECS		Approved Disapproved Fwd/ESDIS		37. CM Manager's Closure:	
38. ECS CCB Chair (Sign/Date):	39. Disposition: A/C Disapproved		Approved Disapproved Fwd/ESDIS		40. CCR Closed Date:	

CM01 March 8, 1999

ORIGINAL

04-15-99A10:14 EDC/EDF/REL2 CCB

P. 2/4

ADDITIONAL SHEET

CCR #: 99-0323 Rev: Originator: Tammy Rockvam

Telephone: 605-594-6852 Office: EDC 1457

Title of Change: Use Remedy for Operations Log and Resource Log

EDCC_CHNG_REQ

Page 1/3

CCR Number: EDCdd00014 Submitted : 990315 Revision:
Priority : routine Change Class: II
Status : New Enclosures : 3

Title:

Use Remedy for Operations Log and Resource Log

CCR ORIGINATOR INFORMATION

Originator Name: Tammy Rockvam
Organization : EDC
Phone Number : 605-594-6852
Organization Evaluation Engineer: J.Daucsavage

CONFIGURATION MANAGEMENT ADMINISTRATOR

CM Admin. Name: rockvam
Organization : EDC
Phone Number : 605-594-6852

EDCC_CHNG_REQ

Page 2/3

CCR Number: EDCdd00014

EDCC_CHNG_REQ

Page 3/3

CCR Number: EDCdd00014

***** Proposed Change *****

Need or Problem: Describe the need or problem.

Operations has need of an on-line way to log operations activities and events that affect the operation of the system. The on-line log needs to be accessible to all operators.

Proposed Solution: Describe the proposed solution.

Create two new schemas in Remedy to use to store operations logs and resource logs.

***** Impact Summary *****

Summarize the impact statements received from the organizations requested to

ORIGINAL

99-0323
P 3/4

provide impacts.

Resources Summarized:

The Resource Log and Operations Log will share the Sybase database and disk space used by the Remedy trouble ticket system.

Each log (one per day) will use approximately 7 KB (6KB for the Log Text diary field and 1KB for the other fields).

Additional Ops users will be logged in to Remedy to update the logs, adding to the cpu load on e0msh03 and using up one Remedy write license each.

Technical Summary:

ROM Summary (BOE, Cost & Schedule):

Recommendation:

Recommend keeping only 2 weeks of logs in Remedy and archiving off the rest to conserve disk space, especially since logs are also stored on the web server.

******* Resolution *******

Describe how the request will be resolved/completed.

The Operations Log and Resource Log schemas will each have the following fields:

Entry-Id (core field)
Submitter (core)
Create-date (core)
Assigned-to (core - not used)
Last-modified-by (core)
Modified-date (core)
Status (core - not used)
Log Name (core - Short Description)
Status-History (core - not used)
Log Text
Operator
Send Log To
Email Sent
Add To Log
Send Email
Post To Web

The Operations Log will have 4 active links:

Check Format Operations Log - requires Operator field be filled in before appending to the Log Text (triggers when Add To Log field is modified)

Email Operations Log - formats & sends the log as email to the address entered in the Send Log To field (triggers on Send Email button)

Format Operations Log Text - appends the Add To Log field to the Log Text field and then clears out the Add To Log field for the next entry (triggers when Add To Log field is modified)

Post Ops Log To Web - formats the current log and copies to the EDC DAAC M&O web page on e0mos02.

The Resource Log will have 4 active links:

Check Format Resource Log - requires Operator field be filled in before appending to the Log Text (triggers when Add To Log field is modified)

Email Resource Log - formats & sends the log as email to the address entered in the Send Log To field (triggers on Send Email button)

Format Resource Log - appends the Add To Log field to the Log Text field and then clears out the Add To Log field for the next entry (triggers when Add To Log field is modified)

Post Resource Log To Web - formats the current log and copies to the EDC DAAC

ORIGINAL

M&O web page on e0mos02.

99-0323
Page 4/4

In addition, create a new menu for the Operator field that contains
all Remedy users in the Operator group.

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